



*January 2, 2014*

The account and application portion of the website will be unavailable **Saturday, January 4, and Sunday, January 5**, while work is done to improve the website. The account and application portion of the website will be back up starting at 6:00 a.m. on Monday, January 6. Consumers can visit [MNSure.org](http://MNSure.org) anytime to shop for plans and find information about MNSure.

### **MNSure marketplace and Contact Center hours of operation**

The MNSure Contact Center, 1-855-366-7873 (1-855-3MNSURE), resumes normal operating hours this weekend, operating from 7:30 a.m. to 8:00 p.m. Monday through Friday and Saturday from 9:00 a.m. – 4:30 p.m.

**Applicants and enrollees for MinnesotaCare or Medical Assistance** can call the DHS Member Help Desk at 651-431-2670 or 1-800-657-3739. Starting Jan. 2, 2014, DHS Member Help Desk hours will be 8 a.m. to 6 p.m. Monday through Friday.

### **Upcoming Key Deadlines**

Payment Deadline for January 1 Coverage: January 10

Many people who enrolled in a private health plan through MNSure before the December 31 deadline took advantage of the recommended online payment method. Their coverage began on January 1, 2014.

- Those who have **enrolled but not yet paid** for January 2014 coverage must do so by Friday, January 10, 2014. Your clients should log back into their account to pay the bill or send a check. Payment must arrive at MNSure or the health insurance company **by 5 p.m.** on Friday, January 10, 2014. Any medical care after January 1 will be covered if this payment deadline is met.
- If payment arrives **after** January 10, then coverage will start February 1 and any prior medical care will not be covered. Please note this deadline applies only to those enrolled in a private health plan.

MinnesotaCare and Medical Assistance have different timelines.

- Those approved for Medical Assistance are covered immediately for the entire month in which they were deemed eligible, even if the determination is made on the last day of the month.
- Those approved for MinnesotaCare will receive coverage starting the first day of the month following their approval.

## **Close of Open Enrollment Period: March 31**

Although the deadline for coverage on January 1, 2014, has passed, there are three more months to sign up for a health insurance plan for 2014. The open enrollment period ends March 31, 2014. The federal Affordable Care Act requires U.S. citizens and legal residents to have arranged for health coverage by this date, or face a financial penalty.

### **If your client paid their premium, but haven't received an insurance card yet.**

Your client should call the health plan to confirm enrollment. If the plan received your enrollment information from MNsure, you will be able to receive your member number or a temporary ID card or online ID card you need to access care. Your clinic, pharmacy or hospital will be able to verify your enrollment if you need care before your official ID card arrives. Visit the Minnesota Council of Health Plans website at [www.mnhealthplans.org](http://www.mnhealthplans.org) for more information.

### **Approved for MinnesotaCare or Medical Assistance**

If your client was approved for MinnesotaCare or Medical Assistance, they're covered on January 1. While the member card was sent through the mail by the end of December, they may not get it right away. If services are required prior to receiving a card the doctor or pharmacy will help them get services and can confirm through the automated systems that they qualify.

### **Client enrolled in coverage through MNsure but the doctors office can't determine that they are covered**

If your client enrolled toward the end of December, or if MNsure had difficulty processing the enrollment, the selected health plan may not have your enrollment and payment information yet. In this case, contact the health plan's customer service team as listed below and the health plan will work with MNsure to resolve the issue. Upon receipt of the enrollment and payment information, the health plan will mail an ID card and it should arrive within 10 business days.

### **Health Plan Customer Service Phone Numbers:**

Blue Cross Blue Shield  
651-662-5030  
800-531-6685  
888-878-0137 TTY

HealthPartners  
952-967-7540  
866-232-1166

Medica  
888-592-8211

PreferredOne  
763-847-4477

800-997-1750  
763-847-4013 TTY

UCare  
612-676-6600  
877-903-0070  
800-688-2534 TTY

DHS  
651-431-2670  
800-657-3739  
800-627-3529 TTY